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August 22, 2002

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SEP - 9 2002

Mr. Thomas J. Sugrue
Chief, Wireless Telecommunications Bureau
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Unintentional 911 Calls from Mobile Phones

Dear Mr. Sugrue:

This letter is in response to your letter to VoiceStream Wireless Corporation of August 6, 2002 requesting information on steps VoiceStream has taken or plans on taking, to reduce or eliminate unintentional 911 calls. VoiceStream shares the concerns expressed by the Commission and by public safety regarding the impact of unintentional 911 calls on wireless 911 networks, and the need for all parties involved to take steps to mitigate the number of such calls. As described below, VoiceStream has and will continue to take steps to do so.

On December 12, 2001, the National Emergency Numbering Association ("NENA") sent a letter to a number of wireless carriers, including VoiceStream, requesting information on what each company has done, or was willing to do, to reduce or eliminate unintentional 911 calls. Your letter of August 6 suggests that VoiceStream did not respond to NENA's request; in fact, VoiceStream did respond to NENA on March 19, 2002. This fact is reflected on NENA's website at http://www.nena.org/Wireless911/unintentional_wireless.htm. We have attached a copy of our response letter for your reference.

In our March 19 letter to NENA, VoiceStream stated that all of our handsets come from the manufacturer with no 911 speed dialing enabled. VoiceStream also stated that it is working with CTIA to develop an industry-wide customer awareness program.


Your August 6 letter requests VoiceStream to respond with information regarding:

- 1) whether VoiceStream has communicated to its handset manufacturers its desire that mobile phones not be preprogrammed to dial 911 by pushing a single button on the keypad;
- 2) whether VoiceStream instructs its personnel to deactivate the auto-dial 911 feature if it comes preprogrammed on certain mobile phones;
- 3) the extent to which VoiceStream provides customers with information regarding the unintentional 911 calls problem, both for existing handsets and new handsets; and
- 4) whether VoiceStream itemizes 911 calls on its customers' bills to alert them that they may be placing 911 calls unintentionally.

As indicated in our March 19 letter to NENA, all of VoiceStream's handsets come from the handset manufacturer with no 911 speed dialing enabled. Accordingly, we have no need to instruct our personnel to deactivate the auto-dial 911 feature since our handsets are not enabled. We are working with our marketing department to modify our "Welcome Guide," which comes with all new activated phones, to address specifically the unintentional 911 calls issue and to encourage customers to learn to use the "key lock" feature of their phone. We also are requesting that our handset vendors modify the handset manuals to include similar information. Additionally, we will be putting a message directly on customers' bills and also providing bill inserts specifically addressing the issue of unintentional 911 calling. Finally, VoiceStream does currently provide 911 call details on post-paid customers' bills, which should allow them to ascertain whether they are dialing 911 unintentionally from their handsets.

If you have any further questions regarding VoiceStream's efforts to minimize or eliminate unintentional 911 calls, please contact Jim Nixon or Bob Calaff on 202-654-5900.

Sincerely,


Brian T. O'Connor
Vice President
Legislative and Regulatory Affairs

Enclosure


March 19, 2002

Roger Hixson
NENA Technical Issues Director
422 Beecher Rd.
Columbus, Ohio 43230

Dear Roger:

I would like to take this opportunity to respond to your letter dated December 12, 2001 to Mr. John Stanton, CEO of VoiceStream Wireless. In your letter, you addressed the problem of unintentionally dialed 911 calls and asked for VoiceStream's position on the issue.

VoiceStream shares NENA's concern regarding the problem of unintentionally dialed 911 calls, and is taking steps to address the situation. All of VoiceStream's handsets come from the manufacturer with no 911 speed dialing capability enabled. Like all wireless consumers, however, VoiceStream's customers can program any number - including 911 - for speed dialing into their handsets. VoiceStream is working with CTIA to develop a program to heighten awareness and minimize the risk of unintentional 911 dialing by consumers.

Please let me know if I can be of further assistance.

Sincerely,



Jim Nixon
Director, Governmental Affairs
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